

The Hope Hub

Purpose

To receive a presentation from Mags Mercer, Chief Officer at The Hope Hub.

Background

1. During the period of the 2nd lockdown, The Hope Hub have reduced their opening to Tuesday and Friday between 10-2pm with timed appointments for clients, and if help is needed outside of these hours to make contact on:01276 581174 where the team will respond as soon as possible. The employment support hub, and the IT connect project is also provided when possible whilst complying with existing Covid restrictions.
2. The Hope Hub has been supported by the council since it became operational in 2018 by the Housing team at £30,000 for a 3 year period, which will cease in March 2021. Since April 2019 further support has been received from the Councils revenue grant scheme of £17,000, an application of £40,000 has been received and will be considered by the Executive in February 2021, a monitoring report and a service level agreement is attached as a background paper.
3. The Council is also seeking further collaborative work through the Night Stop project.
4. The message to our local community remains that The Hope Hub are open, and will retain the service pathway for those at risk of becoming or are homeless within Surrey Heath.

Recommendation

5. The Committee is asked to consider the presentation in relation to Surrey Heath any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers:

Monitoring Report Q2 20/21
Service Level Agreement 2021

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